

CCTO Tool Help Guide

COVID-19 Community Team Outreach

If you have a general inquiry or a technology related issue, please follow the protocol below:

If you are submitting a ServiceNow ticket for the first time, you will need to create a user registration. To do so, please go to: https://ncgov.servicenowservices.com/user_registration_request.do?sys_id=-1&sysparm_view=contact_tracing

1. Enter the first part of your NCID (for example, bsmith1 or jdoe3), your first name, last name, and your main work email address (do not use your @nc.gov)
2. Then click "Submit" and you will be redirected to the ServiceNow portal, where you will login with the same shortened NCID you just submitted as well as your normal NCID password.

For subsequent tickets, you can go straight to the portal link:

https://ncgov.servicenowservices.com/sp_tracing

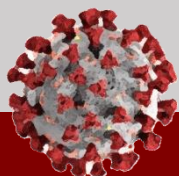
If you are experiencing NCID login issues, please follow the protocol below:

NCID Access Issues

If you're an LHD and experiencing NCID access issues, please reach out to your LHD NCID Admin. If you're a CCNC Staff and experiencing NCID access issues, please send an email to CCTC_NCID_Admin@carolinactc.org

NCID Tips ✓

- Your NCID is the username associated with your nc.gov email
 - It is typically your first initial + last name, sometimes with additional number
 - e.g your NCID email would be lfarrell@nc.gov or mjohnson44@nc.gov with corresponding NCID usernames of lfarrell and mjohnson44
- If you need to contact the NC DIT Service Desk (which supports the NCIDs) please call, 1- (800)-722-3946 or use the [NCDIT Service Portal](#).
- If you need to set up your NCID for the first time, please utilize this [job aide](#).
- To reset your NCID password, please utilize this [job aide](#).
- Please also review the [NCID FAQs page](#) for more information about using your NCID.



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Please visit the Help Desk Support page located on the Communicable Disease Manual for additional Help Desk resources. You can access that page by utilizing this [link](#).



If you are having difficulty logging into the CCTO Tool, please utilize this [job aide](#). Remember, when you log into the CCTO tool, you will need to use your complete nc.gov email not just the NCID username. For example, you would enter lfarrell@nc.gov and not lfarrell.



If you are an LHD Administrator and need to setup a new user in the CCTO tool, please utilize this [job aide](#).



If you need to contact the NCEDSS Help Desk please call, (919) - 715 -5548 or (877) - 625 -9259 or email nchelpdesk@dhhs.nc.gov.



If you are a CCNC staff and experiencing issues with your Softphone or CCTC email, please utilize the following link and password:
<https://support.carolinactc.org/support/>, Password: cctc